County of Fairfax, Virginia

A D D E N D U M

Date: February 28, 2014

ADDENDUM NO. 1

TO: ALL PROSPECTIVE BIDDERS

REFERENCE: RFP2000000964

TITLE: Electronic Record and Archive Management

DUE DATE/TIME: March 21, 2014; 2:00 P.M. (Revised)

The referenced invitation for bid is amended as follows:

1. Due to the unexpected volume of questions; we will be holding a Pre-Proposal Conference on March 7th at 10:00 A.M. in Conference Room 232, 12000 Government Center Parkway, Fairfax, Virginia.
2. The due date/time have been changed to March 21, 2014 at 2:00 P.M.
3. Refer to Attachment I for responses to the questions received via e-mail by February 19, 2014.

All other terms and conditions remain the same.

_____
Kristy D. Apperson, MS, MBA
Contract Specialist II

THIS ADDENDUM IS ACKNOWLEDGED AND IS CONSIDERED A PART OF THE SUBJECT INVITATION FOR BID:

_____
Name of Firm

_____   _____
           (Signature)   (Date)

ONE SIGNED COPY OF ADDENDUM MUST BE RETURNED PRIOR TO THE OPENING DATE/TIME OR MUST ACCOMPANY BID.

Note: **SIGNATURE ON THIS ADDENDUM DOES NOT SUBSTITUTE FOR YOUR SIGNATURE ON THE ORIGINAL BID DOCUMENT. THE ORIGINAL BID DOCUMENT MUST BE SIGNED.**

<u>ATTACHMENT I</u>

Q1.   Is there a budget for this project that the county can disclose?

A1.   We do not disclose budget for specific projects during this stage of the solicitation process, please provide us with what you feel is the best option for our entity.

Q2.   What type of contract will the county execute for this award (firm fixed price, not to exceed, labor hour etc.)?

A2.   Paragraph 16.1 states the pricing structure for this award

Q3.   Is this a minority set-a-side RFP?

A3.   No, there are no set-a-sides for this RFP or in Fairfax County.

Q4.   What is the current legacy enterprise document and content management platform?

A4.   Please refer to IT Plan for currently used content management software.

Q5.   How many departments will have access to the new enterprise content and management platform? Is this a department-by-department implementation? Or a complete implementation?

A5.   All departments will have access.   It can be department-by-department implementation or complete implementation.

Q6.   How many users will require access to the new repository?

A6.   Number of users is not determined yet.

Q7.   How many concurrent users will require access to the new repository?

A7.   Number of users is not determined yet.

Q8.   In regards to the agencies currently utilizing the web based document repository by the private vendor, who is the private vendor? Name of and how many county agencies utilizing the platform?

A8.   Currently, county staff supports the document repository.   Approximately 5 agencies are using it.

Q9.   Will the private vendor be available to provide assistance related to the migration efforts? (i.e. Documentation, Technical support)

A9.   County staff will provide available documentation as needed.

Q10.   Will there be a test and production environment created concurrently for the new repository?

A10.   Yes.

Q11.   Is there a preferred hosted cloud platform? (i.e. Amazon, MS Azure, IBM SmartCloud)

A11.   No.

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Q12. As it relates to the new repository, is there a preferred platform?
A12. No.

Q13. As it relates to the physical server(s) hardware, is there a preferred vendor? (i.e. HP, IBM, Dell)
A13. Dell and HP are the preferred vendors.

Q14. Will all documents be stored and indexed in the new repository? (i.e. legal/letter, oversized, film, microfiche converted)
A14. Yes.

Q15. For pricing in section D, License and Service Implementation, can an alternative pricing scheme be used to reflect an enterprise installation? If so, what is the estimated total user count for an enterprise deployment and over what time period would that implementation take place?
A15. An alternative pricing scheme can be used. Please provide us with your best options.

Q16. For cloud or SAS implementation, would the County approve co-location of their data with other entities (companies) or would your data require its own servers and storage?
A16. Yes, our data requires its own servers.

Q17. In section 4.4 - b, "Zero footprint" (pure web based with no client-side install) applications are preferred. Is there any possibility of accepting one or two thick client applications like scanning software installing in the clients machine irrespective of hosted or cloud solution?
A17. We will consider all options proposed.

Q18. In section 4.5 - a, as per our understanding, the software development should follow either waterfall or incremental model. Is this correct?
A18. Yes.

Q19. The solution proposing is a COTS product and integrated solution of scanning, document management system, Business process Management (BPM) and RMS (Record Management System). Can the solution be hosted at Fairfax County?
A19. Yes, however please be sure to identify what onsite hardware will be required for your solution.

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Q20. In Section 5 - Special Provisions, as per our understanding, vendor will do the scanning of original records and migrating the documents from web based document repositories.
   a. Is the above assumption is correct?
   b. Please provide the details of the web based document repositories as well as share the volume/data details.
   c. Please give some clarification regarding the migration activity i.e., data type and volume that needs to be migrated from the existing solution to proposed solution.

A20. Yes, the County is looking for migrating data from multiple content management systems to any proposed new system.

Q21. Please provide the details and brief description (technology) of the interfaces/applications that are required to integrate with the proposed solution.

A21. The County has not finalized the applications/interfaces to be integrated.

Q22. Please provide some clarity about the integration requirement. Please specify the number of third party applications & details (technical specification) with which the proposed solution should be integrated.

A22. The County does not have specific details at this time.

Q23. Please clarify if there will be external users who will be using the ECMS System. Request you to provide the clarity about the number of internal & external users & the concurrency level that will be accessing the ECMS System.

A23. There will not be any external users and the number of internal and concurrent users has not yet been determined.

Q24. Please provide the clarity about the number of workflows to be automated & number of steps involved in the workflow. Moreover, please share the sample forms & sample description of processes for the Customer (examples or descriptions of the type of workflows that are relevant).

A24. The County does not have specific details at this time.

Q25. Will the Customer provide the metadata in CSV format and images/documents in a shared repository?

A25. Multiple formats and images from multiple sources (shared drive , repositories).

Q26. Does the Customer deploy Virtualization, and if yes, what technology?

A26. Yes, IT infrastructure is VMware virtualization.

Q27. What is the desired duration for completion of project?

A27. This will depend on the solution proposed.

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Q28. Is there any backfile digitization of paper and film media required?
A28. Yes.

Q29. Is data migration part of this work of replacing legacy system?
A29. Yes.

Q30. What is your preferred solution - Cloud or on premise Hosted?
A30. Please provide us with the option of cloud and/or hosted solution. The County is looking at all options and will consider either or depending on functionality and value.

Q31. For Proposed on-premise Hosted Solution, can we recommend hardware configuration? And, can we include hardware as part of proposal costing?
A31. Yes, you are encouraged to include the cost any hardware as part of your solution's cost proposal.

Q32. Do you prefer .Net or Java based COTS solution?
A32. There is no preference, as both are supported in the County

Q33. Our proposed COTS have standard user interface and County's specific user interface development will be achieved through custom coding. Is this acceptable?
A33. Yes, this is acceptable.

Q34. What are the City's existing scanning equipment details?
A34. Fairfax County has multiple scanner devices that are supported.

Q35. Does the new proposed solution have to make use of existing scanning equipment? Kindly let us know the number of locations in which scanning operations need to be performed.
A35. The County would leverage existing scanning equipment we have at 5 different locations with in Fairfax County.

Q36. Is there a need for High Availability of systems?
A36. Yes.

Q37. Is there a need for a Load Balanced System?
A37. Yes.

Q38. Is there a need for Disaster Recovery Site?
A38. Yes.

Q39. What is the highest IE browser version will be used for workflow?
A39. IE8.0

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Q40.   Are you going to use any other browser apart from IE for workflow?
A40.   No.

Q41.   What are the current JRE versions used for all other applications?
A41.   JRE 1.6.43

Q42.   Are you looking for the latest JRE to be used for new ECMS or any compatible JRE to Omniflow is fine for you?
A42.   The County uses latest JRE and whichever version supported by the proposed products.

Q43.   Kindly provide the sample templates for that are required for country's web sites to have maximum consistency across applications and content.
A43.   These are provided during the requirements/analysis phase post award

Q44.   Kindly provide a sample Certificate of Records Destruction (Form RM-3)?
A44.   These are provided during the requirements/analysis phase post award

Q45.   We understand that source code of the project specific customization will be required by County.   If in case department requires the source code of the complete product then it may be provided through ESCROW account.   Please confirm our understanding.
A45.   Correct

Q46.   Please explain what you are looking for in each box for each line for Section C and D?
A46.   Break down of cost

Q47.   Is a vendor able to bid only on some of the priced lines and not for others?
A47.   Offerors may propose solutions for some or all of the elements in the RFP.

Q48.   We don't see any price line for pickup of documents or return delivery of documents? Where would documents be picked up from?
A48.   Throughout Fairfax County.

Q49.   What should we assume about volume levels where the volume is N/A?
A49.   We do not have an estimated volume on these items, please consider the price for this in reference to the amounts already presented.

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Q50. For priced items with volumes, what should we assume about volume distribution-evenly spread over each of 12 months? How many occurrences of volume (i.e. if volume is 12000, is that 1000 items with delivery and processing once each month or smaller volumes with more variability)?

A50. All quantities are estimates for a year

Q51. Where does vendor include our costs, i.e. travel for doing planning and design? Where will planning meetings occur?

A51. All travel and like costs should be included in your hourly labor rates. All meetings will take place at the Fairfax County Government Center.

Q52. What is expected implementation timeframe?

A52. This has not yet been determined as we do not know what solutions will be presented to the County.

Q53. Are there any interfaces to either feed data or images to any other county systems? If so, what kind of interface and how often will exchange occur?

A53. This is dependent upon the requirements of the agencies that choose to use the system implemented.

Q54. What are payment terms? Net 30?

A54. Typically we have payment terms of Net 30, however if the offeror is willing to offer better payment terms such as a discount if invoices are paid early, then we encourage the offeror to propose such.

Q55. Is there a specified limit to the number of chosen offerors? (section 1.1)

A55. No.

Q56. If chosen, there is no guarantee of work (section 1.3). Can you explain this?

A56. The use of our contracts is not mandatory so work is not guaranteed.

Q57. Can you provide a detailed description of the workflow you are expecting?

A57. These are provided during the requirements/analysis phase post award.

Q58. Can the County please provide the amount of scanning that is estimated per year, or does the County anticipate the annual amount of scanning to be generated over the four-year contract period (meaning, is the volume of scanning noted to be multiplied by four years to obtain a total amount, with new material generated each year of the contract)?

A58. The County will provide the amount of scanning estimation during requirement phase post award.

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Q59. Can the County please clarify "including mobile formats"; does this indicate the ability for County staff to access and view documents via their mobile devices?

A59. Yes, this means to access via mobile devices.

Q60. The County's legacy content management system is referenced, as is conversion from this system; can the County please disclose the system that is currently used for the County content management solution?

A60. Please refer to IT Plan for currently used content management software.

Q61. Is it the County's intent to convert content that is currently in the County's legacy content management solution, or to only scan new content moving forward? If legacy content is to be converted, can the County please provide more information related to the document types and quantities of conversion(s) required?

A61. Conversion of current documents will be on an as needed basis.

Q62. Is the intent for County personnel to be able to scan documents into the records management repository from their local scanners (e.g., multi-functional peripherals attached to the County network), or will scanning of images be performed only by the selected vendor's personnel, or will both scenarios be supported?

A62. Both scenarios will be supported.

Q63. Can the County please clarify what is meant by the following statement: "original documents shall be picked up by the vendor and the original records are to be returned with the completed scanned images."? It is this offeror's understanding that images would exist on the hosted platform; is it the County's intent that a copy of the images also be returned on some type of portable media with the original paper documents?

A63. The images will exist on the hosted platform and the original paper documents will be returned with portable media.

Q64. Section 5 - This section states the following: "Several Fairfax County agencies currently have web based document repositories with a private vendor." Can the County please identify the solution used and the format of the documents in this solution?

A64. Please refer to IT Plan for currently used content management software.

Q65. Section 5 - This section also states that the vendor will be responsible for the migration of all content to the new digital repository. Can the County please clarify whether the vendor referenced in this statement is the current vendor or the vendor selected as a result of the subject procurement process?

A65. The vendor selected as part of this process will be responsible for migration.

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Q66. Section 5 - If migration is part of the services being proposed, can the County please provide more information related to the types of documents, indexing requirements, and volumes to be migrated?

A66. These are provided during the requirements/analysis phase post award.

Q67. The subject solicitation references storage of physical records (e.g., paper that is scanned) by the selected vendor. Can the County please clarify whether the intent is to have the selected vendor also provide storage for paper records?

A67. This is an on demand feature, we encourage vendors to provide potential solutions if they have the resources to do so and to provide the cost if this is requested.

Q68. Can the County please provide information on the number of business units that will be involved in these sessions, the number of County staff that will be involved, the estimated number of sessions, and over what period of time those sessions shall be held?

A68. These have not yet been determined.

Q69. Appendix B Section A - Can the County please clarify whether item 11 refers only to the indexing of scanned material listed in items 1 through 10?

A69. This refers to any scanned material.

Q70. Appendix B Section A - The page volume quoted is approximately 135,000 images per year of scanning for items 1 through 10, but the indexing is quoted at 300,000 documents per year; can the County please clarify whether this is a discrepancy, or whether it includes indexing of microfilm conversions?

A70. This does not apply to numbers 1 through 10 but anything that might need to be scanned.

Q71. Appendix B Section A - Can the County please clarify whether the boxes referred to in this section are standard bankers' boxes?

A71. Box sizes may vary depending on which department is requesting the requirement.

Q72. Appendix B Section A thru D - Sections A through D all have a "total" row at the bottom of the section; however, the units of pricing vary and, in many cases, they vary per one unit of measure (e.g., per image, per gigabyte). Can the County please clarify what the offeror is to put in the "total" row of each section?

A72. Total the final two columns on this line.

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Q73. Appendix B Section B - This section states the following: "If there is a separate purging cost or to transfer the images with indexing retained to another repository. Please list these separately." Can the County please provide more detail regarding this potential requirement; when would it be necessary to transfer images with indexing retained, and what would the characteristics of the other repository be?

A73. We do not know if this will occur but want to have the cost of such an action should it occur.

Q74. Appendix B Section B - Can the County please provide an estimate of the initial number of licenses required for access to the repository (most cloud solutions are priced by number of users and the initial scale is needed to provide appropriate pricing)?

A74. As stated in the earlier questions, this number has not yet been determined.

Q75. Appendix B, Section B - This section mentions 7.25 million images to convert; can the County please provide more information about these images, their relationship to the LVA records schedules, the indexing, and other taxonomy related information?

A75. These are provided during the requirements/analysis phase post award

Q76. Appendix B Section B - Can the County please provide the current image format and system location?

A76. PDF, TIF, DOC, JPEG, etcetera. The location is the Fairfax County Government Center.

Q77. Appendix Section B - Can the County please explain what is meant by "Initial cost to add additional programs already available which augment current services"?

A77. This line is really asking if there are any additional "modules" that might be related to this procurement but not specifically asked for. What is their cost and do you offer bulk purchase pricing.

Q78. Appendix B Section B Can the County please provide an example to help with clarification of the requirement?

A78. Uncertain as to the meaning of this question. You need to provide us you solution in relation to the RFP. Provide us your best proposal/offer.

Q79. Appendix B Section C - Can the County please explain how the offeror is to complete this table? This offeror is unclear of the meaning of each column heading and how they relate to the items in the first column, and how the final column heading ("Cost") relates to the other column headings.

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A79.   We understand that vendors charge for these services in different ways, some are per user, some by the amount of storage and others by the file size. Please provide your cost proposal providing us with the costs in Section C based on how your company would charge for these services.

Q80.   Appendix B Section C - Can the County please clarify that the item in column 4 of the second row is 1,000 GB?

A80.   Yes, this should read 1,000 GB.

Q81.   Appendix B Section C - Can the County please give an example of what type of value would appear in the cells in the column headed as "1 User"?

A81.   Cost broken down by the number of users.

Q82.   Appendix B Section C - In the row entitled "Version History," can the County please clarify what the values 25, 50, and 100 refer to, what the respected response to these values is, and where the response would be placed?

A82.   We are asking if you charge to keep older versions of your solution available and if so how many versions back do you keep (25? 100?) and if we have the ability to use an older version.

Q83.   Appendix B Section D - Can the County please explain how the offeror is to complete this table?

A83.   Please provide us with the license cost and separately the maintenance and/or other costs.

Q84.   Appendix B Section D - Can the County please clarify what is meant by "Application Integration Architecture Foundation Pack"?

A84.   What is the cost for us to have access to your API.

Q85.   Should the proposed solution focus on only one kind of solution/pricing model or will options for multiple be considered?

A85.   Options for multiple will be considered.

Q86.   Is it the desire to integrate with the existing public portal for public document searches?

A86.   Yes.

Q87.   Is a web/thin client for internal users preferred (non-public users), or will internal users allow for smart-client and installed client applications?

A87.   There is no preference and both will be considered.

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Q88. Are scan clients/stations preferred to use a web-based scan method? What is the volume of capture of these workstations? Is there a dedicated Records Management / scanning department for high volume imaging, or is this not applicable?

A88. Currently Fairfax County supports both desktop and web based scan method. Yes, County has dedicated Records Management.

Q89. What existing scanning hardware is being used by the county currently? What is the scanning engine used (TWAIN, VRS, etc…)?

A89. TWAIN and ISIS

Q90. Is it expected for the scanning components to be directly integrated into a third party application, including capture, as opposed to using an integrated scanning module within the proposed software?

A90. Both are expected.

Q91. What is the volume of backfile conversion for paper to digital image? On average, how many index fields does the county wish to capture on each type of document?

A91. These are provided during the requirements/analysis phase post award.

Q92. What are the paper size formats for backfile conversion, and the volume of each size?

A92. These are provided during the requirements/analysis phase post award.

Q93. What is the volume of backfile conversion from film media to digital?

A93. These are provided during the requirements/analysis phase post award.

Q94. Is it the intention of the county to replace the existing ECM System with this purchase or to augment existing functionality? What are the County's other legacy systems for records management, workflow, and scanning? Please describe.

A94. Please see the IT Plan. We are asking for you, the vendor, to provide us with options for a new system and/or to augment our current system and the costs for each of these options.

Q95. Could you please elaborate on which agencies utilize web based document repositories and list which repositories and associated volumes are required for conversion from each?

A95. Please see the IT Plan, some details will be provided during the requirements/analysis phase post award.

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Q96.   What does accessible through the internet imply? We presume it means a web-based interface to document management capabilities and not access to users outside of Fairfax County. Can you please confirm?

A96.   Web based interface.

Q97.   What are the predominant operations for the remote sites within the County?

A97.   We are unclear as to the meaning of this question.

Q98.   What applications, workflow, imaging processes need to be established in the new platform? Is the goal of the initial phase to assess the applications that need to be built in the new platform and the pricing should include the fees for assessment and a resource rate for building any custom applications related to content management and scanning?

A98.   Assessment and building custom applications.

Q99.   On Page 45 of the RFP: *Cost to migrate current document storage to new system (7.25 million documents):-* What systems/platforms currently host them? Is the County going to be responsible for document export? Do the documents need to conform to a uniform County wide metadata/taxonomy in the new system?

A99.   Document export should be part of the solution offered. It is preferred that the documents conform to a uniform County wide metadata/taxonomy but it is not required.

Q100. On Page 47 of the RFP: *Content Management and Scanning Embed Integrations:* What specific functions are envisioned as part of scanning embed integrations?

A100. To convert hard copies to digital.

Q101. Can you please provide details on the County's existing legacy enterprise document and content management software?

A101. Please refer to IT Plan for current content management software.

Q102. How does the existing system work (workflow)?

A102. This is a combination of workflows and processes.

Q103. What additional system functionality is needed?

A103. Please provide us with suggestions.

Q104. What is the estimated size of the current legacy database and web based document repositories with private vendors?

A104. This will be provided at a later date in procurement process, potentially during the demo and/or negotiation phases.

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Q105. Under Section 4.2 Background – Can you please define "statement of supported scan devices" in the last sentence?

A105. Provide what devices your products supports for scanning functions.

Q106. What is the anticipated frequency of pickups?

A106. This will vary depending on departmental needs.

Q107. Is there a required turnaround time for processing?

A107. Yes, this will be provided during the requirements/analysis phase post award.

Q108. What is the average amount of time to retain the files before disposition?

A108. Document types and times will be defined at the time of the request by the end user after the contract award is made.

Q109. 12.4 Post Production Maintenance and Support – Can you please define 100% document integrity?

A109. After Go Live, we need to be able to access any document in its entirety.

Q110. 13.5 – You have in our response to provide an "Understanding of the problem." Can you please clearly define the "problem"?

A110. This is defined in the bullet points below 13.5.

Q111. Pricing Schedule – Section C Can you please define "desktop sync"?

A111. Please see the section header – Mobile Sync and Share

Q112. What is the anticipated percentage of double-sided pages for the legal and letter documents?

A112. 80%.

Q113. What is the average number of pages per paper file?

A113. 200 to 500 pages.

Q114. Can you please provide annuals quantities of Aperture Cards and microfiche (as this is not included in the pricing schedule provided)?

A114. This is listed in Appendix B, Section A number 29.

Q115. Section 5 - Statement of Requirements - The County states that Offerors may bid to supply scanning, reformatting, and digital conversion services exclusively, and multiple vendors may be selected. Will the County be considering bids from vendors who are only offering licensing and implementation of the Electronic Records Management System, and not scanning, reformatting, and digital conversion services?

A115. Yes, we are considering all options.

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Q116. The scanning requirements referenced in the RFP are focused on services to be provided by a selected vendor. Is the County also interested in scanning some percentage of documents internally? Please list all existing scanners or multi-function devices the County would like to connect to the proposed system. If the County does not currently own scanners for the system, would the County be interested in procuring any number of scanners as part of the system implementation?

A116. The County would do some percentage of scanning. Ricoh, Cannon, Fujitsu, etcetera are supported.

Q117. According to the County's IT Plan, Documentum-Captiva is the primary enterprise-wide platform. Are there other document/content management systems in use by the County that will need to be migrated to the new solution as part of this implementation?

A117. No.

Q118. Section 4, #2 - The County states that the system is intended to replace the County's legacy enterprise document and content management software with workflow, scanning and imaging capabilities at the county's discretion. According to the County's IT Plan, the existing system has been implemented in a number of agencies. Does the County intend to migrate all of the existing agency solutions to the new system? Can the County list all existing agency solutions to be migrated to the new system?

A118. No, as needed we will migrate the existing systems.

Q119. Has the County determined which agencies would be included in the initial system implementation vs. agencies that may be added to the system in future phases? Are there any particular workflow projects required by agencies for the initial system implementation (ex. Agenda Management, Invoice Approval, Electronic Plan Review, HR OnBoarding, HR Performance Review)?

A119. This has not been determined at this time.

Q120. Is the County interested in the ability to track the location and status of paper documents and other content that will not be in the system for the life of the associated business process. For example, if the County is not ready to move to a fully electronic plan review process, plan sheets and other large format documents may need to be routed on paper instead of electronically, and not scanned until the plans have been approved.

A120. This is based on the requirements of the departments after an award has been made.

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Q121. Does the County have public facing forms that are currently submitted to the County using hard copy, scan and email, or other methods, which should be converted to electronic submittal as part of the system implementation?

A121. Yes.

Q122. The County's IT Plan refers to integration with the County's FOCUS SAP ERP application. The only other system integration mentioned in the RFP and IT Plan is Microsoft Office. Are there other County systems the proposed solution should integrate with for the initial system implementation (ex. GIS, Permitting System)

A122. Yes, this provided during the requirements/analysis phase post award.

Q123. Which version(s) of Microsoft Office and Outlook are deployed throughout the County?

A123. 2010

Q124. Does the County envision Fairfax County constituents accessing the system to retrieve documents?

A124. We provide that ability on an as needed basis.

Q125. Is there an initial amount of approved funding for the project? Is there a breakdown of funding for the system licensing/implementation services and the scanning, reformatting, and digital conversion services?

A125. We do not disclose budget for specific projects during this stage of the solicitation process, please provide us with what you feel is the best option for our entity.

Q126. From reading the RFP, it seems that the hosted environment must meet all county standards in section 4, items 4.1-4.4? What degree of deviation will the county accept (with explanation)?

A126. Vendors are encouraged to meet as many of the standards as possible, however the County does allow for some reasonable flexibility.

Q127. On page 7, section 5.4, it is specified that the solution must be Windows server R2 compatible. Does this apply to a hosted environment? If county users are accessing a hosted solution via a browser based viewer, why does the server operating system used in the hosted solution make a difference or does this apply to an in-house installed solution at the county?

A127. This applies only to an in house installed solution if offered.

Q128. What are the document Turnaround requirements?

A128. These are provided during the requirements/analysis phase post award.

Q129. What are the quality requirements?

A129. These are provided during the requirements/analysis phase post award.

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Q130. Can we see samples of the documents before bidding?
A130. These are provided during the requirements/analysis phase post award.

Q131. Are these page counts? If not, what are the page counts for each line item?
A131. Yes.

Q132. Are there multipage documents?
A132. Yes

Q133. What % of the documents are multipage?
A133. 70-80%

Q134. How will we receive the documents?
     a. Will they be boxed, in folders?
     b. Will they require unfolding and staple clip removal?
A134. Both a and b.

Q135. Is there a subset that requires higher resolution?
A135. At times.

Q136. How will documents requiring higher resolution scanning be identified?
A136. These are provided during the requirements/analysis phase post award.

Q137. What are the image-file labeling requirements?
A137. These are provided during the requirements/analysis phase post award.

Q138. What size is larger than 36" x 48"?
A138. These are provided during the requirements/analysis phase post award.

Q139. What are the index fields? Where are they found on the document(s)?
A139. These are provided during the requirements/analysis phase post award

Q140. What capture accuracy is required?
     Does it vary by field?
A140. These are provided during the requirements/analysis phase post award

Q141. How old is the film?
     What condition is each film type in?
A141. The film is from the late 1990's and older and can be in all conditions.

Q142. How will the images and indices be received, on encrypted hard drive?
A142. Multiple formats to include encrypted hard drive and CD.

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Q143. Please define what the County is looking for entry wise in the Pricing Schedule, Appendix B, Section C and D. What are the quantities listed in the row marked Version History, Appendix B, Section C?

A143. We are asking that you provide us a Cost Proposal and the tables are suggestions on the types of pricing we are looking for to evaluate.

Q144. The pricing section lists various items that need to be priced individually. However, most hosted solutions are priced at a set monthly rate, which represents a blended cost to the County that includes vendor costs and profit? Will the county accept pricing in this manner?

A144. Provide us pricing that is consistent with your offer.

Q145. 4.1 Background, Item 2 - How many workflows will be needed at the initial installation?

A145. These are provided during the requirements/analysis phase post award

Q146. 4.1 Background, Item 2 - How many users will be responsible for building and managing workflows?

A146. Not determined at this time.

Q147. 12.3 Training. Does Fairfax County have guidance concerning the type of user training required?

A147. You need to tell us in your proposal what type of user training you provide for your solution.

Q148. 12.3 Training. Will Fairfax County please provide the estimated number of technical staff and users to be trained?

A148. Approximately 15 technical staff

Q149. 12.3 Training. Does Fairfax County envision offerors providing end user training or a "train the trainers" approach?

A149. Train the trainers approach is preferred.

Q150. 13.8 Statement of Qualifications. Item 3 Personnel Should offerors assume the resumes submitted with the proposal are limited to key positions? If so, please identify which roles Fairfax County considers key to this contract?

A150. We are asking offerors to tell us what roles you feel will meet the requirements.

Q151. 13.8 Statement of Qualifications. Item 4 Will Fairfax County please clarify its definition of "best of product?"

A151. When multiple vendors propose the same solution the evaluation committee will take past performance with that solution into consideration when determining whom to award to.

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Q152. Pricing Schedule, Section A – Scanning Reformatting Services, page 41 - Would Fairfax County like vendors to suggest new business process models?

A152. We are happy to entertain new business process models.

Q153. Pricing Schedule, Section A – Scanning Reformatting Services, page 41 - Does Fairfax County have any project expectations for offerors to develop electronic forms?

A153. Yes, depending on the solution proposed.

Q154. Pricing Schedule, Section A – Scanning Reformatting Services, page 41 - Does Fairfax County have any requirements for future integration with inbound/outbound emails (including those with attached documents) and faxes?

A154. Yes.

Q155. Pricing Schedule, Section A – Scanning Reformatting Services, page 41 - Are there any OCR requirements?

A155. Yes, full text retrieval.

Q156. Pricing Schedule, Section A – Scanning Reformatting Services, page 44 - Is the total section found on page 44 expected to be a yearly amount or the total for all years of the contract?

A156. All quantities in the RFP are an estimated yearly amount.

Q157. Pricing Schedule, Section B – Digital Document Repository Storage, page 45, please clarify the item description and how it relates to the estimated annual quantity provided.

A157. This is self-explanatory.

Q158. Global Reference: The RFP mentions "searchable images" multiple times, yet in Appendix B (Pricing Schedule), there is only reference to "TIFF, JPEG, or PDF Image". There is no mention of searchable/OCR PDF. Please clarify what document types are to be supported within the repository.

A158. Searchable /OCR PDF also need to be supported.

Q159. Reference, Page 3, Section 4.2 - Can the customer please clarify the name of the "legacy enterprise document and content management software" currently in use and the file format(s) that the system supports.

A159. Please see the IT Plan.

Q160. Reference, Page 5, Section 5, 1st paragraph - This only indicates that the documents will be larger than legal size. Can the customer provide a maximum size?

A160. This is provided during the requirements/analysis phase post award.

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Q161. Reference, Page 6, 1st paragraph - Is the ultimate requirement for hosting the converted records/documents, or providing a deliverable of scanned images on media?

A161. Both.

Q162. Reference, Page 6, 2nd paragraph - Can the customer please clarify the name of the repositories currently in use and the file format(s) that the system(s) support.\

A162. Please see the IT Plan.

Q163. Reference, Page 7 - Please provide the reference for the e-Discovery requirements.

A163. Electronic discovery refers to the process in civil litigation which deals with the exchange of information between litigants in electronic format. Electronic records are often requested by opposing counsel. When a discovery order is signed by a judge it normally has specific time constraints attached. What we are requiring is that any vendor who holds County owned data must have a process for searching through said data in a timely manner (or allowing us to do so) in response to a discovery. Here are a couple of links that discuss e-discovery:
http://www.vsb.org/docs/sections/litigation/LitNews_Sum11.pdf
http://www.vsb.org/docs/valawyermagazine/vl1213-e-discovery.pdf
http://sandsandersonriskmanager.com/2010/06/07/ediscovery-evolution/
http://jolt.richmond.edu/v10i5/article51.pdf

Q164. Reference, Page 9, Section 9 - Please clarify if a Performance Bond is required.

A164. Yes, a Performance Bond is required.

Q165. Reference, Page 45, Section B. Pricing. For the 7M+ documents to be migrated, please provide the document types (e.g., Tiff, PDF, MS Office files, emails, etc.). Please provide additional technical details on the existing content in terms of the underlying repository database and metadata. Will the existing contractor be able to export this content with associated metadata in CSV/XML data?

A165. Export of the data needs to be part of the solution.

Q166. Reference, Page 46, Section C. Pricing. Are the items listed in Section C. (e.g., two factor authentication, SSO, etc.) requirements, or are they considered to be options that the vendor may or may not include in their offerings?

A166. Please propose your best solution with some, all or none of the offerings listed.

Q167. Can Fairfax County specify what is currently being used for document and content management software or is there a link to this information?

A167. Please refer to IT Plan for currently used content management software.

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Q168. Regarding 13.4. Offeror Profile and Product History. If an offeror, being a privately held company, is not willing to share latest gross sales revenue and latest growth income , will this offeror be disqualified as non-responsive for not having provided this information?

A168. We need to be able to determine the fiscal viability of your offer. If you choose not to provide this information then that will be taken into consideration when evaluating the response. You can provide this information and mark it "confidential" and it will only be used for evaluation purposes.

Q169. In regards to page 6, paragraph 2, which vendor is responsible for converting documents from the old ECM solution to the new? The existing vendor that currently maintains the web based document repositories for several Fairfax County agencies?

A169. Conversion of documents will need to be part of the solution.

Q170. In the third paragraph on page 6 of the RFP, it states, "Vendor to provide unlimited users access to all documents…" Does this mean that the County would like a county-wide enterprise license?

A170. Yes.

Q171. Section 2.5 of the IT Plan mentions that you are planning to replace your legacy ECM system(s). What legacy ECM system(s) is the County currently using? Documentum/Captiva, Laserfiche, or others?

A171. Documentum/Captiva, Laserfiche, etc.

Q172. Would the County prefer subscription (i.e., SaaS solution) or perpetual licenses?

A172. Provide us with all options.

Q173. Is there a functional requirements document? If not, can you provide additional information that outlines the capabilities that the County is expecting from a new document/content management and image processing solution?

A173. Not at this time.

Q174. Would you please provide more detail on the scope of the initial phase of the project? Which department or agency will deploy first? Can you provide details on the workflow process? Section 2.5 of the IT plan mentions the Department of Planning and Zoning. Is this the initial deployment? What about subsequent phases? How is the County expecting to roll-out the solution to the various County agencies?

A174. Scope details will be provided after the award. Planning and Zoning is not an initial deployment in the content management. No set plan on which department will deploy first or last is in place at this time.

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Q175. Page 41, Items 3,4 & 5
   a. Please provide volumes and metrics around the "labeling to client specifications for numbers and/or names."
   b. Is this a data entry item, or does it come from bar codes with match and merge to the data file provided by Fairfax County?
   c. What are the maximum number of fields and their sizes?
   d. What is the average key stroke count for each image?
   e. Would it be acceptable to price per keystroke if the volume of data entry is not available?

A175. This is provided during the requirements/analysis phase post award.

Q176. Page 41, Items 6, 7 & 8
   a. Please provide volumes and metrics around the "labeling to client specifications for numbers and/or names."
   b. Is this a data entry item, or does it come from bar codes with match and merge to the data file provided by Fairfax County?
   c. What are the maximum number of fields and their sizes?
   d. What is the average key stroke count for each image?
   e. Would it be acceptable to price per keystroke if the volume of data entry is not available?

A176. This is provided during the requirements/analysis phase post award.

Q177. Page 41, Items 9, 10, 11
   a. Please provide volumes and metrics around the "labeling to client specifications for numbers and/or names."
   b. Is this a data entry item, or does it come from bar codes with match and merge to the data file provided by Fairfax County?
   c. What are the maximum number of fields and their sizes?
   d. What is the average key stroke count for each image?
   e. Would it be acceptable to price per keystroke if the volume of data entry is not available?

A177. This is provided during the requirements/analysis phase post award.

Q178. Page 42, Item 12 - What are current "arrangements agreed upon by both agency and contractor?

A178. This is provided during the requirements/analysis phase post award.

Q179. Page 42, Items 13, 14 & 15 - What is size of "Records Center Box?"

A179. This is provided during the requirements/analysis phase post award.

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Q180. Page 43, Item 24A, 25, 26, 27 & 28 –
   a. Please provide volumes and metrics around the "labeling to client specifications for numbers and/or names."
   b. Is this a data entry item or match and merge to data file provided by Fairfax County?
   c. What are the maximum number of fields and their sizes?
   d. What is the average key stroke count for each image?
   e. Would it be acceptable to price per keystroke if the volume of data entry is not available?

A180. This is provided during the requirements/analysis phase post award.

Q181. Page 44, Item 29, 30 –
   a. Please provide volumes and metrics around the "labeling to client specifications for numbers and/or names."
   b. Is this a data entry item, or does it come from match and merge to the data file provided by Fairfax County?
   c. What are the maximum number of fields and their sizes?
   d. What is the average key stroke count for each image?
   e. Would it be acceptable to price per keystroke if the volume of data entry is not available?

A181. This is provided during the requirements/analysis phase post award.

Q182. Page 44, Items 31 & 32 –
   a. Please provide volumes and metrics around the "labeling to client specifications for numbers and/or names."
   b. Is this a data entry item, or does it come from match and merge to the data file provided by Fairfax County?
   c. What are the maximum number of fields and their sizes?
   d. What is the average key stroke count for each image?
   e. Would it be acceptable to price per keystroke if the volume of data entry is not available?

A182. This is provided during the requirements/analysis phase post award.

Q183. Page 44, Items 33 & 34 –
   a. Please provide volumes and metrics around the "labeling to client specifications for numbers and/or names."
   b. Is this a data entry item, or does it come from match and merge to data file provided by Fairfax County?
   c. What are the maximum number of fields and their sizes?
   d. What is the average key stroke count for each image?
   e. Would it be acceptable to price per keystroke if the volume of data entry is not available?

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A183.   This is provided during the requirements/analysis phase post award.

Q184.   Also, what type of cloud are you looking for (private, public, hybrid)?
A184.   Hybrid.

Q185.   Will Fairfax County be releasing a full list of functional/technical system requirements to which vendors can respond?
A185.   Not at this time.

Q186.   Section 20. Submission of Proposal - Please clarify that whether only one CD with BOTH the Price Proposal and Technical Proposal is required.
A186.   One CD is enough.

Q187.   Section 4. Background. Does documents need to be classified or just scanned?
A187.   Scanned

Q188.   Section 4. Background Are there use cases defined for the existing system that can be leveraged in the analysis of workflow requirements?
A188.   No.

Q189.   Appendix B, Section A – Scanning Reformatting Services / Item Description (Est. Annual Qty.) Is the estimated total volume the sum of all quantities in appendix B or are sets sub-sets of previous lines? (i.e. Line 2 states 10,000 documents at 600dpi. Are these 10,000 part of the 20,000 that are scanned at 200-300dpi on line 1 or in addition to that 20,000)
A189.   These are all separate lines, please respond accordingly.

Q190.   Appendix B, Section A – Scanning Reformatting Services / Item Description - Will there be "hand-written" data in fields that need to be extracted?
A190.   Yes.

Q191.   Appendix B, Section C – Cloud for Scanning, Digital formatting Services / Mobile Sync and Share - Are there existing apps being used in the current environment that will need to be supported in the new environment?
A191.   Yes.

Q192.   Appendix B, Section C – Cloud for Scanning, Digital formatting Services / Access Permissions - Is this referring to "Document-level" locking during document editing or are there specific requirements for file locking?
A192.   Document/File level locking

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Q193. Appendix B, Section C – Cloud for Scanning, Digital formatting Services / Content Security and Management Are there specific requirements for Mobile Security control or is this referring to the presence of security while being served over mobile devices?

A193. Mobile security control is needed.

Q194. Appendix B, Section C – Cloud for Scanning, Digital formatting Services / Content Security and Management What are custom terms of service? Can an example be provided?

A194. Provide us what your terms of service are for your solution.

Q195. 5. Statement of Requirements Are there any limitations (Domestic or International) for where vendor hosted ERAMS solutions and associated business processing personnel are physically located?

A195. Yes, only Domestic will be considered.

Q196. 9.1 Offeror's Surety (optional paragraph). Do vendors need to respond to this section?

A196. Yes.

Q197. 13.1 Technical Proposal Instructions. "Proposal contents shall be arranged in the same order and identified with headings as presented herein". Does Fairfax County wish to see headings exactly as they appear in the RFP (i.e., "13.2 Cover Letter, "13.3 Executive Summary", etc.) or is it acceptable to present them as follows "1. Cover Letter", "2. Executive Summary", etc.)?

A197. That is ultimately your decision, however for ease of evaluation it would be wise to use the headings as listed in the RFP.

Q198. 20.0 Submission of Proposal - Is the CD copy of the proposal included in the 6 copies requested, or do you wish to receive 6 hard copies PLUS the CD copy?

A198. The CD copy is in addition to the hard copies requested.

Q199. Section 5. Statement of Requirements: Please provide the following information for each imaging/content management system(s) currently in use at Fairfax County:
   a. System Name:
   b. Version Number:
   c. Number of users:
   d. Number of objects stored:
   e. Solution internally hosted or cloud based (SaaS):
   f. Applications or document types stored in the system:

A199. Please refer to IT plan for currently used content management software and all applications hosted internally.

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Q200. Section 5. Statement of Requirements: For each system in which migration is required to the new system, can the County please provide the following information:

    a.   Software product name and version:

    b.   Vendor Name:

    c.   What formats are to be converted?
        i. Images
        ii. Database

    d.   Volume of images/database records to be converted:
        i. Number of images:
        ii. Estimated size

    e.   How is data to be converted going to be supplied?
        i. As backup optical platters:
        ii. As magnetic tape backup:
        iii. Other:

    f.   Is there a business critical date that should be met?

    g.   Legacy system runs on computers using what operating system(s) and hardware?
        i. Server(s)
        ii. PC
        iii. IBM mini/mainframe
        iv. Sun
        v. Other

    h.   Legacy system uses what kind of database to store index data about the image/COLD documents?
        i. Commercial RDBMS
        ii. Proprietary/Unknown
        iii. If Commercial, which database product is used? (ex. SQL Server v.6.5)
        i. Legacy system stores images on what kind of media?
        i. Optical media
        ii. Magnetic
        iii. Other

    j.   If optical, what kind:
        i. Capacity:
        ii. Size:
        iii. Other
        iv. Manufacturer of media:

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    k. Do converted images need special processing during conversion? (for example, rotation, image cleanup, blank page dropout, etc.):
        i. If Yes, what kind?
    l. Is there additional data, such as "notes" or "stickies", to be converted in addition to the images?
        i. If Yes, is this data to be delivered as text applied to converted images ("endorsement")
        ii. Or as new images
        iii. Or as text files
        iv. Or in another fashion?

A200. Please see the IT Plan.

Q201. Section 5. Statement of Requirements: Does the County desire the ability to add objects to the repository in their native format (i.e., Word Documents as .doc files, etc.)?

A201. Yes.

Q202. Section 5. Statement of Requirements: Please provide information on Fairfax County retention procedures to include:
    a. Number of records categories in use by the County
    b. Number of dispositions in use by the County

A202. Fairfax County follows the Records Retention and Disposition Schedules promulgated by the Library of Virginia. The general schedules can be found at: http://www.lva.virginia.gov/agencies/records/sched_local/index.htm

Q203. Section 12 Tasks to be Performed, 12.1 Project and Solution Planning – Is it the County's intent to create reusable frameworks and interfaces during solution planning?

A203. Yes.

Q204. Appendix B, Pricing Schedule: Is it a requirement of responding vendors to provide pricing for (bid on) all items listed in the Pricing Schedule? May vendors provide pricing/bid on some but not all items?

A204. You may provide as much or as little pricing as necessary in relation to the items you propose.

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Q205. Section 13, Technical Proposal Instructions. 13.5 Understanding of the Problem and Technical Approach, 13.6 Preliminary Work Plan. Is the County expecting the tasks in the Scope of Work to be discussed in the Understanding of the Problem and Technical Approach or in 13.6 Preliminary Work Plan or both? As written, 13.5.b asks for the Scope of Work with explanation of technical approaches, and 13.6 asks for the narrative to address each of the tasks described in the RFP. As this seems repetitive, please clarify your instructions.

A205. Both, provide as much detail as you see fit to address the County's requirements.

Q206. Section 14, Cost Proposal Instructions: 14.1 "…The cost of each task or segment of the task shall be itemized…." Please clarify which items in the Appendix B Price Schedule must include itemized pricing.

A206. As many as you can so that we have an understanding of where your pricing comes from.

Q207. Section 14, Cost Proposal Instructions: 14.1 "…The cost of each task or segment of the task shall be itemized…." Please identify where in the Appendix B Price Schedule to provide pricing of the Tasks to be performed.

A207. Appendix B is the minimum requirement. We expect you to provide more than the fill in the blanks as listed.

Q208. Section 23 Basis for Award, 23.6.b. "Product Functional Fit – The extent to which the proposed solution will meet the County's functional requirements will be determined based on the offeror's responses in the Functional Description section." As there is not a Functional Description section specified in the instructions, please clarify in which section of the responses the Product Functional Fit will be determined.

A208. You need to tell us what your Functional Description is for the solution you are offering.

Q209. Section 23 Basis for Award, 23.6.h. "Proposal Implementation Plan - The offeror's ability to successfully implement the proposed solution will be measured based on the information provided paragraph 7, Technical Proposal Instructions …. " Paragraph 13.7 refers to the Proposed Solution, whereas paragraph 13.6 refers to the Preliminary Work Plan. Please clarify the correct paragraph to be referenced.

A209. This should read "Paragraph 13, Technical Proposal Instructions".

Q210. Section 5. Statement of Requirements, Page 5: Please provide an estimate on the number/volume of scans 'day forward' on a weekly or monthly basis.

A210. Provided in Appendix B.

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Q211. Section 5. Statement of Requirements, Page 5: Is there a need for distributed scanning 'day forward'?

A211. Yes.

Q212. Section 5. Statement of Requirements, Page 5: Should the 'day forward' scanning be in a specific format?

A212. Yes, the details of this will be determined during the requirement phase post award.

Q213. What are the various web based document repositories of the County? Please provide the technology platforms for each.

A213. Please refer to the County's IT Plan.

Q214. Aside from SAP, what other applications does the County have that will be integrated with the Enterprise solution?

A214. State systems and details will be provided during the requirement phase post award.

Q215. On the Pricing Schedule, Section B: Digital Document Repository Storage, Item # 35 – 100 visits/year. Please define the UOM visit.

A215. This can be defined multiple ways, per user, per visit by user etcetera. Please provide us with your best offer.

Q216. On the Pricing Schedule, Section B: Digital Document Repository Storage, Item #42, UOM is per hour. Is there a labor category for this line item? Or, does the County want an overall rate regardless of what and how many labor categories?

A216. You tell us what the labor category or categories should be for this and provide us with the appropriate pricing for such. Keep in mind that all labor rates should include travel and other associated costs.

Q217. On the Pricing Schedule, Section B: Digital Document Repository Storage, Item #40, what is the current document storage? What format(s) are the documents? Do we need to do any conversion of the documents or metadata during migration (i.e. OCR to support full-text searching, document categorization or indexing)?

A217. Conversion of documents during migration and OCR full text search.

Q218. How will data be retrieved on-demand? What kind of search criteria/functionality is needed?

A218. Search criteria will be defined during requirements phase post award.

Q219. What PII and other sensitive material handling considerations are required?

A219. All potential PII should be considered to include HIPPA information.

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Q220. Will training be needed for all customer sites or just one primary location?
A220. Primary location.

Q221. Once stored do we have to provide a converting option to another format, i.e. PDF to word for reproduction or future use?
A221. Yes.

Q222. We have to provide a plan for capturing the data. Is our plan to provide for scanning only?
A222. Scanning and retrieving.

Q223. What kind of storage facility is needed for the documents? Do we need a particular storage facility clearance?
A223. If you offer this option please provide us with proposed solutions if we have the need in the future.

Q224. Will there be different user roles utilized?
A224. Yes.

Q225. Will authentication happen within our solution or prior to accessing the Electronic Records and Archive Management System?
A225. Both.

Q226. Will version control of the application take place at the vendor site?
A226. Both.

Q227. Please confirm whether "bi-weekly" means "every two weeks" or "twice a week".
A227. Every two weeks

Q228. Section 13.5.d: How does the County define "methodological issues," and provide an example, if possible.
A228. We are asking that you tell us the methods you would use to complete the tasks identified.